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Substitute for form 1449/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	09/641,866
Date Submitted: JUN - 1 2010		Filing Date	8/18/2000
(use as many sheets as necessary)		First Named Inventor	Charles E. BERNASCONI
Sheet	1	Art Unit	3626
	of 1	Examiner Name	RAPILLO, Kristine K.
		Attorney Docket Number	087354-0108

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	C1	6,587,822	07-01-2003	BROWN ET AL.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Documents	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶
/K.R./	C2	Aspect Telecommunications Announces Plans To Offer World Wide Web Solutions For Call Centers; New Web Interaction Capabilities For Agility Will Transform Call Centers Into Even More Powerful Customer Information Transaction Centers, Business Wire, September 19, 1995, http://thefreelibrary.com/ /print/PrintArticle.aspx?id=17436173, 3 Sheets.	
/K.R./	C3	TALX Corporation Releases TALXWare 8.1 Featuring State-of-the-Art Enhancements for Interactive Web and Interactive Voice Response, Business Wire, August 27, 1997, http://www.thefreelibrary.com/ /print/PrintArticle.aspx?id+19701564, 2 Sheets.	
/K.R./	C4	Web-On-Call Voice Browser Redefines Access To The Web; Organizations Can Now Extend Their Reach Beyond The Net, Business Wire, March 4, 1996, http://www.thefreelibrary.com/ /print/PrintArticle.aspx?id+18052502, 2 Sheets.	
	C5	Copy of Office Action received in Application Serial No. 11/643,769 (087354-0110) on 4/27/2010 (20 pgs).	

Examiner Signature	/Kristine Rapillo/	Date Considered	07/29/2010
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